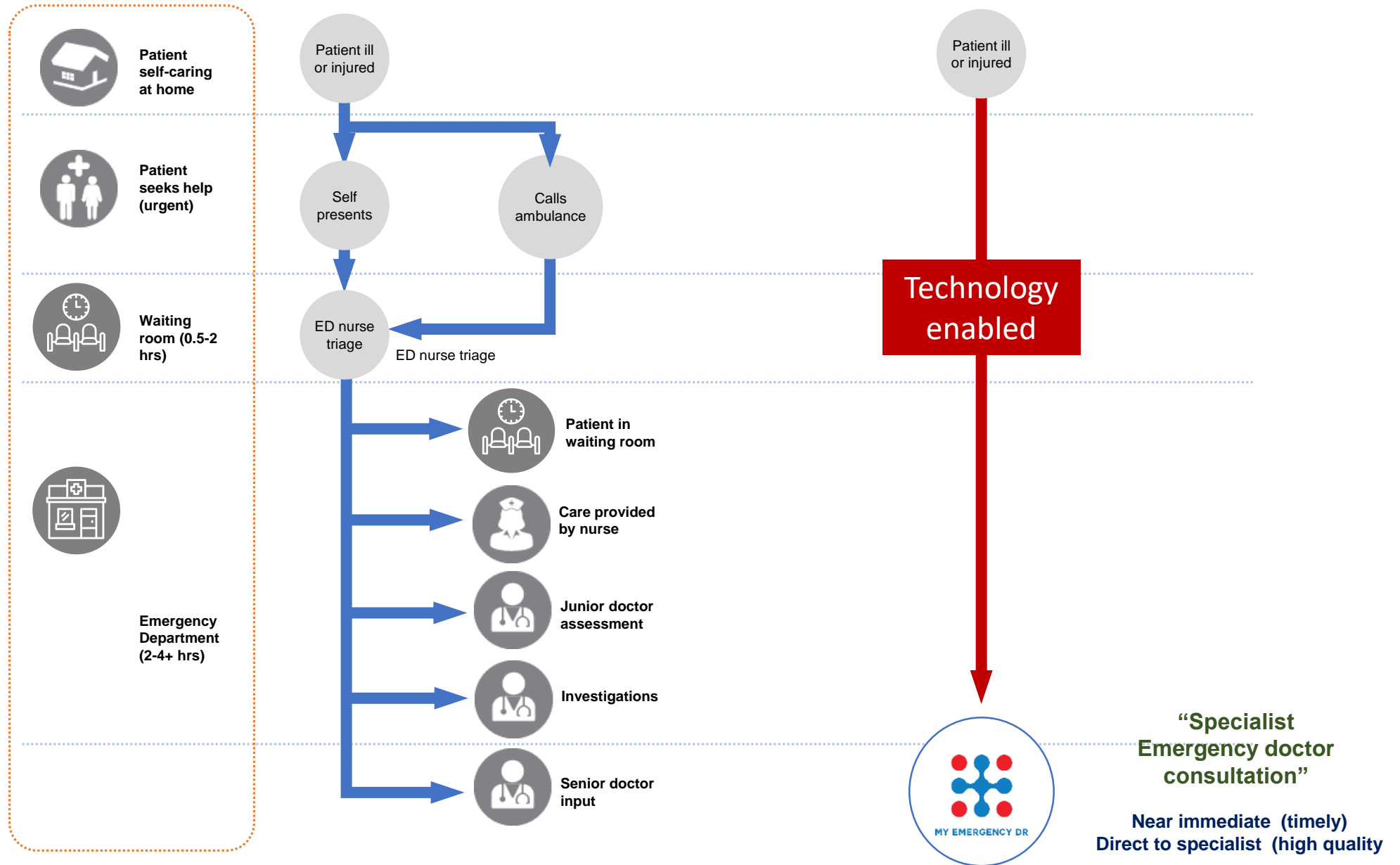


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*Transforming the delivery of emergency
healthcare in Australia*

Patient Pathway: Disruptive emergency care model





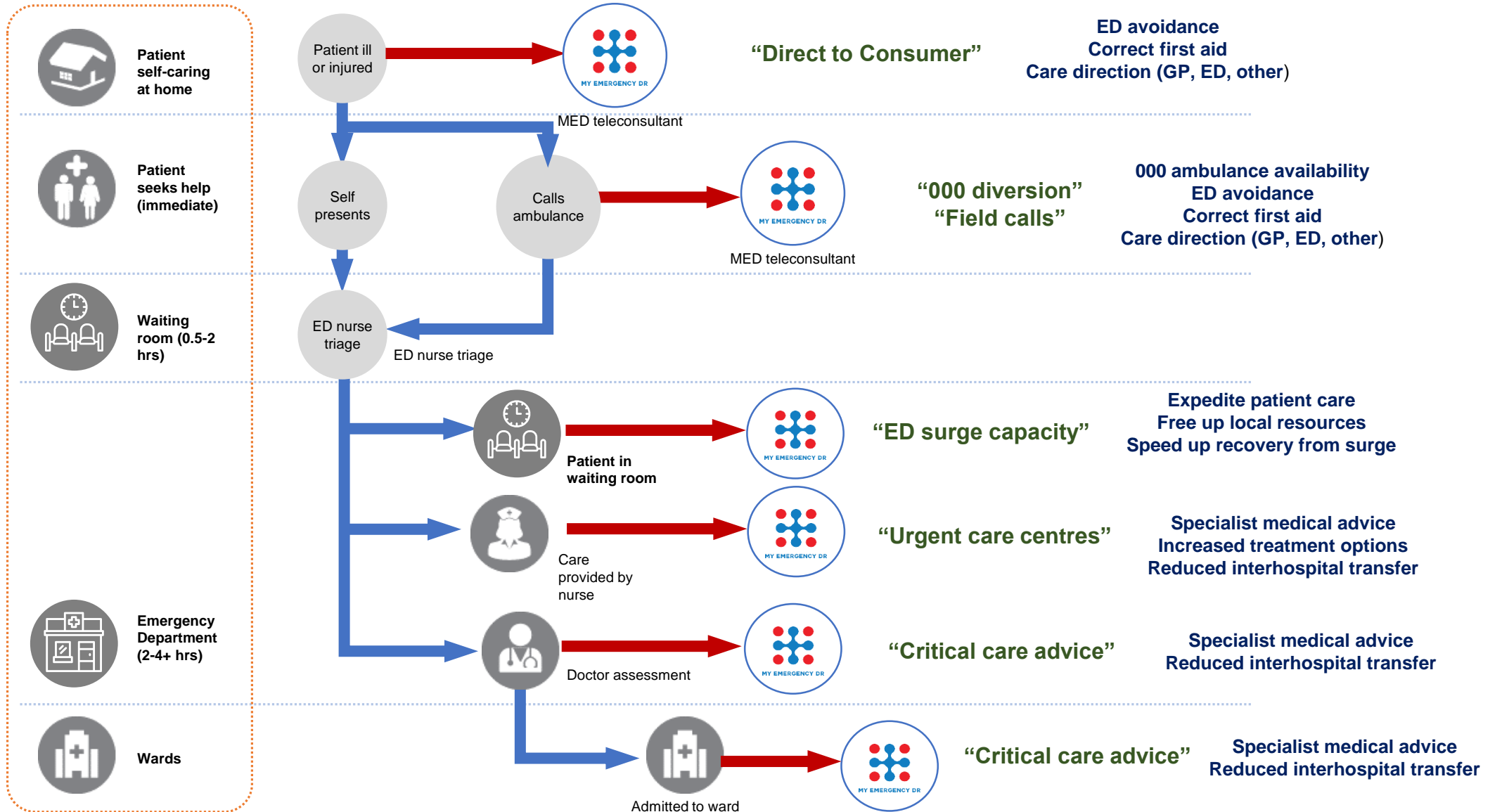
Key elements

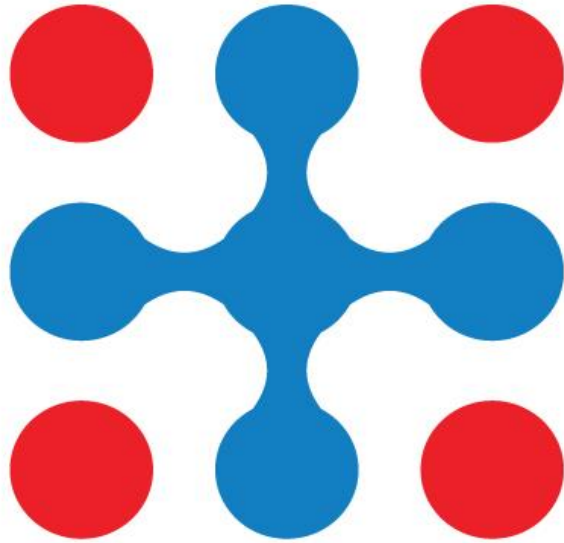
- Smartphone availability
- Internet availability
- Free and easy to access
- Free and easy to register
- Easy to use
- Minimal buttons / controls
- Ability to upload photos
 - Either taken now or earlier

Key challenges

- Lack of general public familiarity with 'emergency physicians'
- Tricky messaging (not 000, not GP)
- Delay between registration and use
 - Has to wait for an appropriate situation to arise
 - Reversion to 'usual' response during times of stress

Patient Pathway: ED patient presentations & potential MED interactions





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Where to from here?

Brand awareness

Continue to improve usability

Improve interaction between programs

- App / videoconferencing
- Telephony
- Cloud based EMR
- Database
- Roster
- Financial (pay, invoicing)

Improved understanding of emergency telehealth

- What can / cannot be safely managed
- Tips and tricks (group learning)
- Quality assurance
- Patient feedback

Continued evolution of tele-emergency model in a broad range of environments